

1. Who is responsible for managing my information?

Honey Cottage and Farthing Cottage (www.acottageinthecotswolds.co.uk) is managed by:

Sarah / Steve Jarvis
The Willows, Woodhill
Meopham,
Kent DA13 0DJ
("we" or "us")

This is our Privacy Notice and it explains how we collect, use, share and protect your personal data.

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Notice.

2. What information do we collect?

If you choose to make a booking through us or make queries about a potential booking we will collect details that you provide in relation to that booking or query. Information held is likely to include your name, contact details, payment details, date of birth, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

We also collect website usage information via Google Analytics and do this using "cookies".

Details of Cookies used

_utma, _utmb, _utmc, _utmv, _utmz
(Google Analytics)

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

More information is available here: <https://policies.google.com/privacy>

Managing Cookies

By modifying the settings of your browser you have the ability to accept or deny cookies from sites. This will prevent a site from storing any cookies on your machine and can be turned on or off at any time. However the functionality of the site may be impaired if cookies are turned off.

3. How do we use your information?

The information you provide may be used in a number of ways, for example:

- to enable us to complete your booking;
- to tell you about other products and services we think may be of interest to you (see below);
- to manage customer service queries; and
- to help us to provide details or information you may have requested.

4. On what legal basis will we process your information?

We will always process your personal information on lawful grounds and in particular on the grounds set out below:-

Performance of a Contract

If you make a booking through us we will use the details that you give to provide that booking to you. This information is likely to include your name, date of birth, contact details, payment details, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

If you do not provide us with the information set out in this paragraph, then we may not be able to provide the booking or our letting services.

Legitimate Interest

We want to give you the best possible customer experience whilst respecting your privacy.

We may use your name and contact details to tell you about our own products and services (generally these will be availability offers) which we think may be of interest to you. You can ask us to stop doing so at any time.

We may use some of your personal information for statistical purposes when we evaluate our range of services.

We may share your email address with our technology providers including Google, Facebook and others (acting as data processors) for them to use on our behalf in connection with the creation of marketing and promotion for us.

They may use this to serve targeted advertising/content to you via their platforms. You can control what advertisements you receive via the privacy settings on the relevant platform.

We may also share your contact details with our third party review administrator(s) who may contact you to ask for your comments on the accommodation and/or services that have been provided.

GDPR allows this as part of our legitimate interest in understanding our customers, marketing our services to them and helping us to provide them with the highest levels of service.

Consent

We may (at a future date) ask your consent to share your name and contact details with selected third parties companies so that they can tell you about their products and services.

You can withdraw your consent at any time.

Legal Obligation

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

5. Who will you share my information with?

We will not share or sell your data to 3rd party agents for marketing purposes. We may share some of your information with payment providers (such as PayPal) in order to process payments.

We may also use and disclose your personal data without your permission in connection with any legal proceedings or prospective legal proceedings, to legal and taxation authorities, to prevent crime and in order to establish, exercise or defend our legal rights.

6. How do you manage my information?

We do not transfer your personal data outside the European Economic Area (EEA).

We will only transfer your information to service providers who help manage our systems, where we are satisfied that this is lawful and that adequate levels of protection are in place to protect the integrity and security of any information being processed and in compliance with applicable privacy laws.

7. Updating Your Details?

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, then please update your user preferences or send an email to sarah AT acottageinthecotswolds DOT co DOT uk, or phone us on 01474 812609

8. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where

your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

9. Your rights

You have the right to ask us at any time:-

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;
- to delete (to the extent possible) any of your personal data, where we are required by law to do so;
- to stop processing your personal data, where we are required by law to do so;
- to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;
- to stop processing any of your personal data that we process on the basis of our legitimate interests; and
- to stop sending you marketing material. However please note that we may continue to send you service related (i.e. non-marketing) communications, such as email updates

Where we have reached a decision that affects you by processing your personal data automatically then you have the right to speak to someone to discuss that decision.

We do not use your personal data for the purpose of profiling.

Where we process your personal data on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent.

If you wish to exercise any of these rights, or wish to object to our use of your personal information, please email to us at the address given below.

10. Does the notice apply to linked websites?

Our websites may contain links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy policies.

11. How do we update this privacy notice?

We keep our privacy notice under regular review and we will place any updates on our webpage.

12. Who can I contact if I have queries about this privacy notice?

You can also contact us directly if you have any questions about our privacy notice or information we hold about you. You can email sarah AT acottageinthecotswolds DOT co DOT uk, or phone us on 01474 812609

If you are dissatisfied with our handling of any complaint you also have the right to raise concerns with The UK Information Commissioner: <https://ico.org.uk>

Last updated. 22nd May 2018